

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January – December 2005

AETNA		Did not go to External Review			External Review Decisions			Open
Total Cases: 5	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January - December 2005				did not meet			Overturned	
				Time Frame				
Behavioral Health	2				1		1	
Cosmetic/Reconstructive								
Dental								
Diagnostic Services	1	1						
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient	2	2						
Pharmacy								
Rehab Services								
Visual Services								
Totals	5	3	0	0	1	0	1	0

Blue Cross & Blue Shield		Did not go to External Review			External Review Decisions			Open
Total Cases: 73	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - December 2005				did not meet			Overtured	
				Time Frame				
Behavioral Health	24	4	1		6	8	5	
Cosmetic/Reconstructive	7				7			
Dental	2	1	1					
Diagnostic Services	1				1			
Durable Medical Equipment	1					1		
Emergency Care								wrong
Excluded Services	4	4						
Experimental	5	1			1	3		
Infertility Care	10	1	2		6	1		
Inpatient	2		1		1			
Outpatient	9	5			3	1		
Pharmacy	1				1			
Rehab Services	6	3	2				1	
Visual Services	1				1			
Totals	73	19	7		27	14	6	0

Cigna Health Care of Massachusetts		Did not go to External Review			External Review Decisions			Open
Total Cases: 9	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
January - December 2005								
Behavioral Health	4	2			1	1		
Cosmetic/Reconstructive	1					1		
Dental								
Diagnostic Services								
Durable Medical Equipment	1	1						
Emergency Care								
Excluded Services								
Experimental	1					1		
Infertility Care								
Inpatient								
Outpatient	1				1			
Pharmacy	1				1			
Rehab Services								
Totals	9	3	0	0	3	3	0	0

Connecticare		Did not go to External Review			External Review Decisions			Open
Total Cases: 4	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January - December 2005				did not meet			Overturned	
				Time Frame				
Behavioral Health								
Cosmetic/Reconstructive								
Dental								
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient	1	1						
Outpatient	1				1			
Pharmacy	1					1		
Rehab Services	1				1			
Totals	4	1	0	0	2	1	0	0

Fallon Community Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 14	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2005				did not meet			Overtured
				Time Frame			
Behavioral Health	7	1		1	5		
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment	1	1					
Emergency Care	1				1		
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy	4	2			2		
Rehab Services							
Totals	14	5	0	1	8	0	0

Open

0

Fortis		Did not go to External Review			External Review Decisions			Open
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - December 2005				did not meet			Overtured	
				Time Frame				
Behavioral Health								
Cosmetic/Reconstructive								
Dental								
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Visual Services								
Outpatient								
Pharmacy								
Rehab Services	1				1			
Totals	1	0	0	0	1	0	0	0

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 72	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2005				did not meet			Overtured
				Time Frame			
Behavioral Health	38	4	6		15	11	2
Cosmetic/Reconstructive	1				1		
Dental	0						
Diagnostic Services	1	1					
Durable Medical Equipment	1	1					
Emergency Care	0						
Excluded Services	1	1					
Experimental	4				4		
Infertility Care	7	3			3	1	
Inpatient	1				1		
Visual Services	0						
Outpatient	6	3	1		2		
Pharmacy	2	1				1	
Rehab Services	10	10					
Totals	72	24	7	0	26	13	2

Open

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Health New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 13	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - December 2005				did not meet			Overtured	
				Time Frame				
Behavioral Health	2	1				1		
Cosmetic/Reconstructive								
Dental								
Diagnostic Services	4	1			2	1		
Durable Medical Equipment								
Emergency Care								
Excluded Services	2	2						
Experimental								
Infertility Care								
Inpatient								
Outpatient	5	2	3					
Pharmacy								
Rehab Services								
Visual Services								
Totals	13	6	3	0	2	2	0	0

John Alden Life		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January - December 2005				did not meet			Overturned	
				Time Frame				
Behavioral Health	1				1			
Cosmetic/Reconstructive								
Dental								
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient	1					1		
Pharmacy								
Rehab Services								
Visual Services								
Totals	2	0	0	0	1	1	0	0

Neighborhood Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 6	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January - December 2005				did not meet			Overturned	
				Time Frame				
Behavioral Health	3				2	1		
Cosmetic/Reconstructive	1	1						
Dental	1	1						
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient								
Pharmacy								
Rehab Services								
Visual Services	1	1						
Totals	6	3	0	0	2	1	0	0

New England Life Insurance		Did not go to External Review			External Review Decisions			Open
Total Cases: 4	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - December 2005				did not meet			Overtured	
				Time Frame				
Behavioral Health								
Cosmetic/Reconstructive								
Dental	1	1						
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient	1	1						
Pharmacy								
Rehab Services	2	1				1		
Totals	4	3	0	0	0	1	0	0

Tufts Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 87	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - December 2005				did not meet			Overtured	
				Time Frame				
Behavioral Health	20	8	2		6	3	1	
Cosmetic/Reconstructive	16	2			13	1		
Dental	2	1				1		
Diagnostic Services	1				1			
Durable Medical Equipment	4	1			1	2		
Emergency Care								
Excluded Services								
Experimental	2				1	1		
Infertility Care	9	4			3	2		
Inpatient	1		1					
Outpatient	14	2			7	5		
Pharmacy	4	1			3			
Rehab Services	11	1			6	4		
Visual Services	3		1		2			
Totals	87	20	4	0	43	19	1	0

United Health Care of New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 36	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
January - December 2005								
Behavioral Health	26	5	5		6	5	5	
Cosmetic/Reconstructive	1				1			
Dental								
Diagnostic Services	4	1	1	1	1			
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental	1				1			
Infertility Care								
Inpatient								
Outpatient								
Pharmacy	4	2			2			
Rehab Services								
Visual Services								
Totals	36	8	6	1	11	5	5	0

Guardian		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2005				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	2				1	1	
Pharmacy							
Rehab Services							
Visual Services							
Totals	2	0	0	0	1	1	0

Open

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Pioneer Management		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2005				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care	1	1					
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	1	1					
Pharmacy							
Rehab Services							
Visual Services							
Totals	2	2	0	0	0	0	0

Open

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